



Department of Consumer Affairs



www.dca.ca.gov

Open Continuous, Statewide

ENFORCEMENT REPRESENTATIVE I, CONTRACTORS STATE LICENSE BOARD

EXAMINATION TYPE

This is an open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

WHO CAN APPLY

Applicants who meet the minimum qualifications **AND** have not taken this examination within the last 12 months may apply for this examination as indicated below.

HOW TO APPLY

Please submit applications (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

NOTE: The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserve the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

Submit State Application (STD 678) to:

MAIL TO:

Department of Consumer Affairs
Attn: Selection Services (Leeza Rifredi)
P.O. Box 980428
West Sacramento, CA 95798-0428

HAND DELIVER TO:

Department of Consumer Affairs
Attn: Selection Services (Leeza Rifredi)
1625 North Market Blvd., 3rd Floor (North)
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the STD 678 – Examination and/or Employment Application. You will be contacted to make special testing arrangements.

REQUIRED IDENTIFICATION

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

FINAL FILE DATE

There is no final filing date. Testing is considered continuous and conducted as needed. The testing office will accept applications continuously and will notify and test applicants as needs warrant.

TESTING PERIOD

A candidate may only test once in a 12 month period. Names of successful candidates will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 18 months after it is established; competitors must retest to reestablish list eligibility.

SALARY RANGES

Range A: \$3502 - \$4222 per month
Range B: \$3845 - \$4636 per month

POSITION DESCRIPTION

The position is responsible for the performance of work in connection with the review and enforcement of laws, regulations and procedures administered by the Contractors' State License Board. The predominant duties of this position relate to the research, investigations, regulatory and licensing functions of the Contractors' State License Board.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

ENFORCEMENT REPRESENTATIVE I,
CONTRACTORS STATE LICENSE BOARD

VS90/8793/7CABB

FINAL FILING DATE: CONTINUOUS

**REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION**

This is the entry and first journey level for this series. Employees are assigned duties and responsibilities commensurate with their background and training. Under close supervision and in accordance with established procedures, incumbents receive on-the-job training from either a supervisor or an advanced full journey Enforcement Representative II, Contractors State License Board, and perform increasingly difficult research and investigation duties on assigned cases. Incumbents investigate complaints, prepare responses, and recommend appropriate action; contact and interview consumers, licensees, and suspected nonlicensees; review applications for licensure; resolve complaints between consumers and licensees; coordinate industry expert inspections to ensure compliance with the provisions of the law; provide instructions and information to consumers, licensees, and government agencies; and do other related work.

Positions exist statewide with the Department of Consumer Affairs, Contractors State License Board.

It is your responsibility to make sure you meet the education and/or experience requirements stated on this announcement on the date you submit your application. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “**Either**” I, “**or**” II, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

All applicants must meet the education and/or experience requirements for this examination on the date that they complete and submit their application to the above address.

Either I

Experience: One year of experience in the Contractors State License Board performing duties equivalent in level of responsibility to a Consumer Services Representative.

Or II

Education: Equivalent to graduation from college preferably with a major in law enforcement, public or business administration, or a related field. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Qualifying experience may be substituted for the required education on a year-for-year basis.)

Or III

Experience: (1) Completion of two years of trade school in construction; or (2) Four years of experience at the journeyman level in one or a combination of:

1. Building construction trades. or
2. Independent field investigation work.

DEFINITION OF TERMS

The words “**level of responsibility equivalent to...**” means the applicant must have State service experience of appropriate type and length in a class at the same (or a higher) level of responsibility as the class specified.

The words “**equivalent to graduation from college...**” Satisfaction of the requirements for a bachelor’s degree from an accredited college. Bachelor’s degree, completion of the number of units typical of four full years of college (120 or more semester units or 180 or more quarter units.) This means the applicant must show receipt of a bachelor’s degree.

**EXAMINATION
INFORMATION**

Written test dates and locations are determined as conditions and needs warrant. When dates are determined all accepted applicants will receive notification of their written test time and place at least two (2) weeks prior to their scheduled date.

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. ***Candidates who do not appear for the written test will be disqualified.***

Written Test – Weighted 100.00 %

SCOPE

- A. Knowledge of:
1. Review techniques including planning and organizing.
 2. General principles and concepts used in project review, writing, and analysis.
 3. Administrative and criminal investigation.
 4. Contractors laws and regulations.
 5. Mediation techniques.
 6. Modern office methods and equipment.
 7. Terminology and procedures used in the construction industry.
- B. Ability to:
1. Independently gather, compile, analyze, and interpret data.
 2. Prepare complete correspondence and reports in a clear and concise manner.
 3. Communicate effectively.
 4. Willingness to learn and use various computer software.
 5. Reason logically and creatively and use a variety of analytical techniques.
 6. Learn the tools and skills used in the field of investigation as well as the terminology and procedures used in the construction industry.
 7. Consult and advise interested parties on cases or related materials.
 8. Gain and maintain the confidence and cooperation of law enforcement officials and others.

**SPECIAL PERSONAL
REQUIREMENTS**

Demonstrated ability to act independently with flexibility and tact; willingness to work odd and irregular hours; and good memory for names, faces, and incidents.

Some positions: Willingness to travel.

**ELIGIBLE LIST
INFORMATION**

Names of successful competitors are merged into a departmental open list established for and used by the Department of Consumer Affairs, Contractors State License Board in order of final scores regardless of testing date. Eligibility expires 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

FINGERPRINTING

Applicants will be fingerprinted for the purpose of obtaining a criminal records check.

**DRIVERS LICENSE
REQUIREMENT**

Applicants for positions in this classification series must possess a valid driver license, a good driving record, and are expected to drive vehicles safely. Applicants who do not possess the license will be admitted to the examination but must secure the license prior to appointment.

VETERANS PREFERENCE

Veterans' Preference credits will be added to the final score of all competitors in this examination who qualify for, and have requested these points and who are successful in the Written Test. Due to changes in the law, which were effective January 1, 1996, **VETERANS WHO ACHIEVE PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS.**

QUESTIONS?

If you have any questions concerning this announcement, please contact the Department of Consumer Affairs, Selection Services & Recruitment Unit, 1625 N. Market Street, Suite N 321, Sacramento, CA 95834, (916) 574-8350.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8370 three weeks after the final file date if a progress note is not received.

Applications are available at State Personnel Board offices, local Employment Development Department offices, the Department noted on the front of this bulletin and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference is on the Veterans Preference Application form that is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.